

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
IT Manager Sr. – IT Academy Training

Job Summary: Reports to the Director of Employee Engagement within Strategic Technology Solutions, is responsible for leading a team of IT professionals who will focus on providing training support to IT Professionals statewide through the use of the State's IT Academy Training Program.

Responsibilities:

- Provide direction and assign priorities to class offerings through the IT Academy Training Program.
- Maintain and promote effective customer service relationships with users, business owners, vendors and agency leadership to inform them of services offered by the IT Academy Program.
- Provide consultation and recommendations to state agencies by identifying their training needs and explore how the IT Academy offerings can meet their training needs.
- Oversee the coordination of IT Academy projects and associated resource utilization to ensure strategic and financial alignment for IT Academy trainings offered statewide.
- Manage customer expectations and negotiate solutions to complex problems with customers and IT Academy vendors.
- Develop objectives for the IT Academy team to measure and improve organizational efficiency and performance of the program.
- Determine appropriate allocation of budgeted funds for the IT Academy Program to ensure that the highest priority classes have sufficient monetary resources.
- Review and approve staffing, cost, revenue and timelines needed to complete projects to meet the strategic training goals of the state.
- Review and prioritize distribution of resource allocation to ensure alignment with state-wide goals and vision.
- Evaluate existing workforce against current and future IT Academy offerings.
- Oversee and direct the IT Academy operations through feedback obtained from subordinates, key performance indicators, service level agreements, and other indicators to identify trends and proactively anticipate problems.
- Sell benefits, internal initiatives, and process changes to employees and business partners to facilitate adoption and enhance investment in the IT Academy Program.
- Make strategic recommendations to executive management.
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the state's performance evaluation policies.
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

Minimum Qualifications: Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Five years of experience managing a Training Program.
- Two years of managerial experience.
- Excellent interpersonal, written, and verbal communication skills.
- Excellent time management, organization, and prioritization skills.

Preferred Qualifications:

- Prior state government experience is a plus.

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others
- Directing Others
- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

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The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

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